



A Securus Technologies Company

How to chat **face-to-face** with your loved ones from the **JPay Kiosk**



Video Call by JPay

● What your friend or family member needs to do

- › Go to JPay.com and log in or create an account
- › Add you to the account using your ID #
- › Follow the instructions to schedule the Video Call session at least 3 days before desired date/time
- › Pay \$4.99 for the Video Call with a credit or debit card
- › Make sure their computer has the minimum requirements (the website will help them with this)
- › Log back into their account about 5 minutes before the scheduled call time

● What you need to do

- › Tell your friends and family that Video Call is now available, and to go to JPay.com
- › When your loved one has successfully scheduled a Video Call, you will be notified by email
- › You must log into the assigned kiosk at the scheduled time

● General information about Video Call

- › 15 minutes long
- › Cost \$4.99, paid with a credit/debit card by your loved one
- › Calls are subject to the same rules and guidelines as in-person visits

If you have questions or problems, submit a trouble ticket
directly to JPay through the kiosk